Trust

What is "IT"

Here are some possibilities:

- Trust is a set of <u>behaviors</u>, such as acting in ways that depend on another.
- Trust is a <u>belief</u> in a probability that a person will behave in certain ways.
- Trust is an abstract mental <u>attitude</u> toward a proposition that someone is dependable.
- Trust is a <u>feeling</u> of confidence and security that a partner cares.
- Trust is a complex <u>neural process</u> that includes emotions.

Trust represents the "self" of the person extending or not.

Trust is more elusive than "Mistrust"

- Trust is rarely absolute, but rather is restricted to particular situations

- Trust has an inextricable emotional dimension

- Mistrust is an emotional process that goes far beyond estimation of low probabilities about people doing what they are supposed to.
- Mistrusting someone is not just a prediction of betrayal, but also a bad emotional feeling about the untrustworthy person.

Trust

Why is "IT" Important?

It Matters Because:

- Trust is good for morale and motivation.

- Trust builds teamwork and collaboration.

- Trust produces speed, efficiency and, decreases costs.

- Trust empowers ethical decision-making.

- Trust increases loyalty and the willingness to stay with an organization.

- Trust decreases stress levels and hostility.

- Trust overcomes resistance to change.

- Trust breaks down organizational silos and isolating behaviors.

- Trust is a gateway to persuasion, sharing and developing ideas.

- Trust is a key ingredient to coaching and improving employee performance.

Trust

How Do I Create "IT"?

Aligning Actions With Words

1. Recognize that building trust takes hard work

   It comes from conscious effort to walk your talk

2. Be honest and supportive in-particular with "Self"

   Even when it's difficult, tell the truth

3. Be quiet sometimes

   Actively listen and check for understanding

4. Be consistent

   Consistently doing what you say you'll do

5. Model the behavior you seek

   Nothing speaks more loudly than the leader's behavior

6. Build in accountability

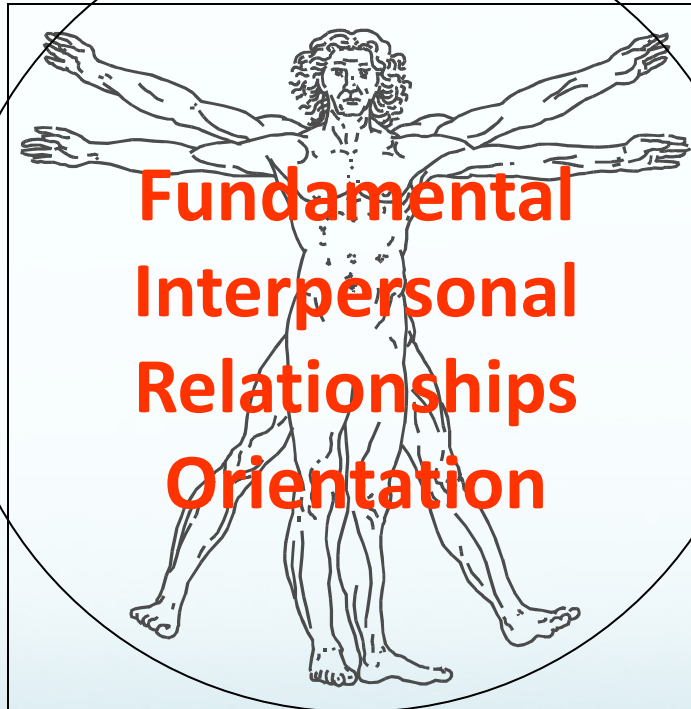   *Acknowledge your mistakes and successes*

Trust

How Do I Know?

Areas for Personal Feedback

- Am I listening to others and seeking their ideas and opinions?

- Am I open to other's ideas and including those ideas in the decision-making process?

- Am I communicating consistent expectations for everyone?

- Do I tell others and myself the truth and follow through even when it is difficult?

- Am I treating everyone with the same dignity and respect that I expect and would like to receive?

- Are my own career goals or a personal agenda interfering with my team's performance and my commitment to my and other's success?

- Do I demonstrate concern and caring for others?

- Do I set a good example and conduct myself in a manner consistent with the mission, vision and values of the organization?

The Human Element

Fundamental Interpersonal Relationships Orientation

Being Honest With Yourself